

**DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY**

**DATA PROCESSING TECHNICAL ANALYST 3
ITS OPERATIONS / HELP DESK / LAN ADMINISTRATION UNIT
(PC# 33146)**

Posting Date: August 25, 2006

Closing Date: September 11, 2006

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: The Public
Location: 25 Sigourney Street, Hartford, CT 06106
Hours: 35 hours per week
Bargaining Unit: Engineering, Scientific and Technical (P-4)
Salary Range: \$63,059 - \$81,171 annually (EU 29)

General Knowledge:

The Department of Social Services is seeking a results-oriented team player with good communication and interpersonal skills for a Data Processing Technical Analyst 3 position assigned to the Operations / Help Desk / LAN Administration Unit. The incumbent in this position will perform a full range of duties in the area of IT Help Desk support at the Department of Social Services. The IT Help Desk provides level 1, level 2 and level 3 support for over 75 offices statewide. The highly complex network consists of a routed TCP/IP infrastructure supporting over 3600 PC's, 800 networked and locally attached printers and IP addressable Digital Copiers.

Minimum Qualifications Required

Knowledge, Skill And Ability: Considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of programming; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery; knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management; considerable oral and written communications skills; considerable technical problem solving skills; considerable analytical skills; interpersonal skills; considerable ability to analyze and resolve operational and communications problems; ability to analyze and debug complex software programs.

Preferred Skills and Ability:

Duties / Responsibilities / Functions include but not limited to:

- Design, configure, program, setup and install network hardware and cabling (Routers, Hubs, Switches, UTP wiring and Servers).
- Provide on-site and phone technical support to end users to diagnose and resolve complex hardware, network and software problems.
- Train users from over 75 locations with issues using and connecting to the agency application software located on an IBM mainframe, Wang computer, Unix and Citrix Windows 2000 servers.
- Ability to act as project leader to lead other technical staff and support personnel on projects as assigned.
- Report warranty hardware problems to vendors and coordinate and track the repairs and the vendor responsiveness within prescribed timeframes.
- Provide ongoing administrative support of required documentation to include all equipment to track Adds, Moves and Changes.
- Coordinate, Schedule, Evaluate, test, configure, image, setup and install new or replace existing computer equipment and software. (PC's, Printers, Modems, Scanners, etc.).
- Conduct system performance analysis and make recommendations as appropriate.

- Physically disconnect, move and setup equipment as employees relocate within the office or relocate to new offices or when renovation work is done.
- Diagnose and repair malfunctioning computer equipment not covered on warranty, by replacing defective hardware/software or installing new components as needed.
- Travel to remote user sites to perform above duties as needed.

Special Knowledge / Background to include but not limited to:

- Microsoft Windows 98, NT, 2000 and XP Professional
- Microsoft Office 97 and 2000 Professional
- Microsoft Outlook 2000
- IP Peer to Peer Printing
- Citrix Terminal Server ICA Client or PN Agent
- Microsoft Windows 2000, 2003 and Citrix Server
- Lightspeed
- BlueZone Terminal Emulation (TN3270, VT100)
- Ghost
- McAfee Virus Protection and ePolicy Orchestrator (EPO)
- Internet Explorer
- Nortel VPN Extranet remote access

General Experience:

Eight (8) years' experience in computer operations, programming, systems development or technical support.

Special Experience:

One (1) year of the General Experience must have been at an advanced level responsible for performing a full range of complex technical support functions including of the following: assisting in the design, implementation and management of a major communications network; providing technical and administrative support for WAN or mini-computer system; assisting in the installation and maintenance of major sub-systems or installing and maintaining other host and/or network software, This is interpreted at the level of a Data Processing Technical Analyst 2.

Substitution Allowed:

College training in management information systems, computer science or electrical engineering may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of three (3) years.

NOTE: Applications will be accepted only from candidates who have taken and received a passing score on the examination for Data Processing Technical Analyst 3 administered by the State of Connecticut's Department of Administrative Services and are on the current examination list for this job classification, and from state employees who have attained permanent status in this job classification and currently are eligible for appointment to this position. Priority consideration will be given to Re-employment, SEBAC and transfer list candidates as required.

APPLICATION PROCEDURE: To apply you must submit an original completed State of Connecticut Application (Form PLD-1) in order to be considered for an interview. The PLD-1 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services website at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS.

Please forward your completed original State of Connecticut Application (Form PLD - 1) and a Cover Letter to:

Flora Alling, Personnel Officer
Department of Social Services
25 Sigourney Street, Hartford, CT 06106
Human Resources, 12th Floor
Fax: (860) 951-2979

**APPLICATIONS / RESUMES MUST BE RECEIVED BY CLOSE OF BUSINESS ON:
September 11, 2006**

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER